

# JOB OPPORTUNITY

Franchise Tax Board is an equal employment opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

**X** Permanent  
Full-time

Permanent  
Intermittent

Limited-term (Temporary)  
Length

Formal Training and Development  
Assignment

Position Title: **Tax Technician**

Classification: **Tax Technician**

Location **Los Angeles Field Office and  
Santa Ana Field Office**

Section/Unit: **646**

Salary Range: **\$2495 - 3426**

Number of Vacancies: **Los Angeles - 4  
Santa Ana - 1**

## Job Description: (includes typical duties)

The Los Angeles and **Santa Ana** offices are looking for enthusiastic and talented individuals to join our team. Under the general direction of the Public Counter Lead and Supervisor, individuals will work the Manual Process Worklist for Personal Income Tax Accounts; contact delinquent taxpayers via telephone and/or correspondence to collect tax, explain assessments, locate assets, and/or enforce filing requirements. The Tax Technician may also work at the Public Service Counter assisting customers with Personal Income Tax, and Bank and Corporation tax issues.

## Required Knowledge, Skills, Abilities:

- Excellent attendance
- Strong communication skills (written and oral)
- Ability to work independently and in teams with strong time management skills
- Use good judgment when analyzing data and situations, draw sound conclusions and take effective actions with imagination and tact under stressful conditions.
- Excellent customer service skills to resolve customer issues effectively, efficiently, and with courtesy.

## Desirable Experience/Qualifications:

- Working knowledge of a Personal Computer, including Word
- Ability to use on-line research resources
- Ability to handle changing priorities, work at a hectic pace, and handle multiple tasks
- Knowledge of TI, BETS, ARCS and BE ARCS
- A good sense of humor

Mail or hand deliver your application and resume by: **February 20, 2009**

Contact Person: **Monica Cooper**

Telephone Number: **(213)897-5176**

Address/Room Number: Exam Unit, PO Box 550, Sacramento CA 95812-0550 Attn: Monica Cooper

Special Instruction: **FTB Employees Hand Deliver or Route To: Monica Cooper at M/S L 17**

**California State Tax Compliance:** As required by the department's rules of conduct, all employees of the Franchise Tax Board (FTB) must be in compliance with the California Revenue and Taxation Code. During the background investigation portion of the hiring process, FTB will review return information to verify California state income tax compliance. Any failure to comply with the California Revenue and Taxation Code may prevent you from being hired at FTB. If you think you may have any potential tax compliance issues, please call 1-800-852-5711 to resolve them prior to seeking employment with FTB.

To be considered for this Job Opportunity, applicants must have permanent civil service status, be reachable on an employment list, or have reinstatement eligibility.

You may apply for this examination via the Internet at [https://exams.spb.ca.gov/exams/exam\\_start.cfm](https://exams.spb.ca.gov/exams/exam_start.cfm)

**Applications will be screened and only the most qualified applicants will be interviewed.**

**All applicants not currently employed with the Franchise Tax Board will be subject to a pre-employment background investigation.** The investigation will consist of completion of a pre-employment questionnaire, fingerprinting, and an inquiry to the Department of Justice to disclose criminal records.

TDD is Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.

The California Relay Service telephone numbers are: (from TDD Phone) (800) 735-2929; (from Voice Phone) (800) 735-2922.